

Automotive/Equipment Technician—Senior
Bureau of Enterprise Fleet
Position Description

Summary

This position performs skilled automotive services on passenger automobiles, light trucks, and heavy-duty truck equipment repairs. Knowledge of gasoline and diesel engine systems, automatic transmission diagnostics and repair, drive line inspection and repair, electrical systems, power steering and braking systems maintenance is required. This position oversees a large fleet of Department of Administration pool vehicles as well as vehicles leased by many other State agencies.

In addition to all on-site diagnosis and repair the position requires authorization of service to all off-site State-owned vehicles in the field, of both routine maintenance and emergency services when contacted by fleet resource vendors such as ARI via phone. (This may require after hour contacts if conditions warrant.)

This position must also assist with logistics of prioritizing with Fleet staff the turnaround and staging of daily pool vehicle inventory. Coordinating and communicating with front office staff to ensure that client vehicle needs are always met.

The position will receive training in the use of the DOA CRM Vehicle Management System and will be required to assist front office staff with accurate dispatch and return of vehicle reservations.

GOAL & WORKER ACTIVITIES

45% A. Perform maintenance and repairs to fleet vehicles within established time and quality of work standards

- A1. Perform timely inspection and repair of brake systems, tire maintenance and replacement, vehicle oil changes, investigating driver reported issues and insuring general safety of all vehicles in the doa pool
- A2. Perform preventative maintenance including safety inspections
- A3. Diagnose and repair fleet vehicles as needed in a timely manner
- A4. Perform electrical system and engine diagnostics and repairs
- A5. Replace hoses, belts, batteries and windshield wiper components
- A6. Inspect and repair exhaust system components
- A7. Inspect and repair fuel systems
- A8. Make sound judgements when determining whether to repair fleet vehicles in-house or to sublet repairs in order to minimize vehicle downtime and expenditure of state funds
- A9. Promptly record all appropriate work on fleet software (if required)

30% B. Authorize maintenance and repairs for vehicles in the field

- B1. Answer incoming telephone calls on designated repair authorization and fleet shop lines.

- B2. Evaluate and authorize vehicle maintenance and repair requests from vendors.
- B3. Provide advice and assistance to vehicle users in need of maintenance and repairs.
- B4. Record authorizations utilizing the fleet software according to invoice payment and record keeping standards established by the fleet manager.

15% C. Maintain parts inventory

- C1. Properly order and record incoming parts and vehicle supplies.
- C2. Properly post outgoing parts to work orders.
- C3. Assist with inventory counting and reconciliation when needed.

10% D. Other assigned duties

- D1. Back up garage tech crew at busy times or when crew members are not present (fuel, clean, and park fleet vehicles).
- D2. Move vehicles between locations, pick up parts, make deliveries.
- D3. Maintain shop air compressor system.
- D4. Perform shop maintenance and repairs including cleaning.

Knowledge, Skills, and Abilities

- 1. Good communication and customer service skills.
- 2. Ability to work well as a team.
- 3. Basic computer skills.
- 4. Skill in operating motor vehicles.
- 5. Knowledge of basic cleaning practices.
- 6. Extensive knowledge of auto repair.
- 7. ASE or equivalent certification.

Special Requirements

- Must have a valid driver's license with a minimum of 2 years licensed driving experience and be at least 18 years of age.
- Must meet the States Minimum Driving Standards. This includes not having three or more moving violations and /or at fault accidents in the past two years, an (OWI), (BAC) or (DUI) within the past 12 months.